

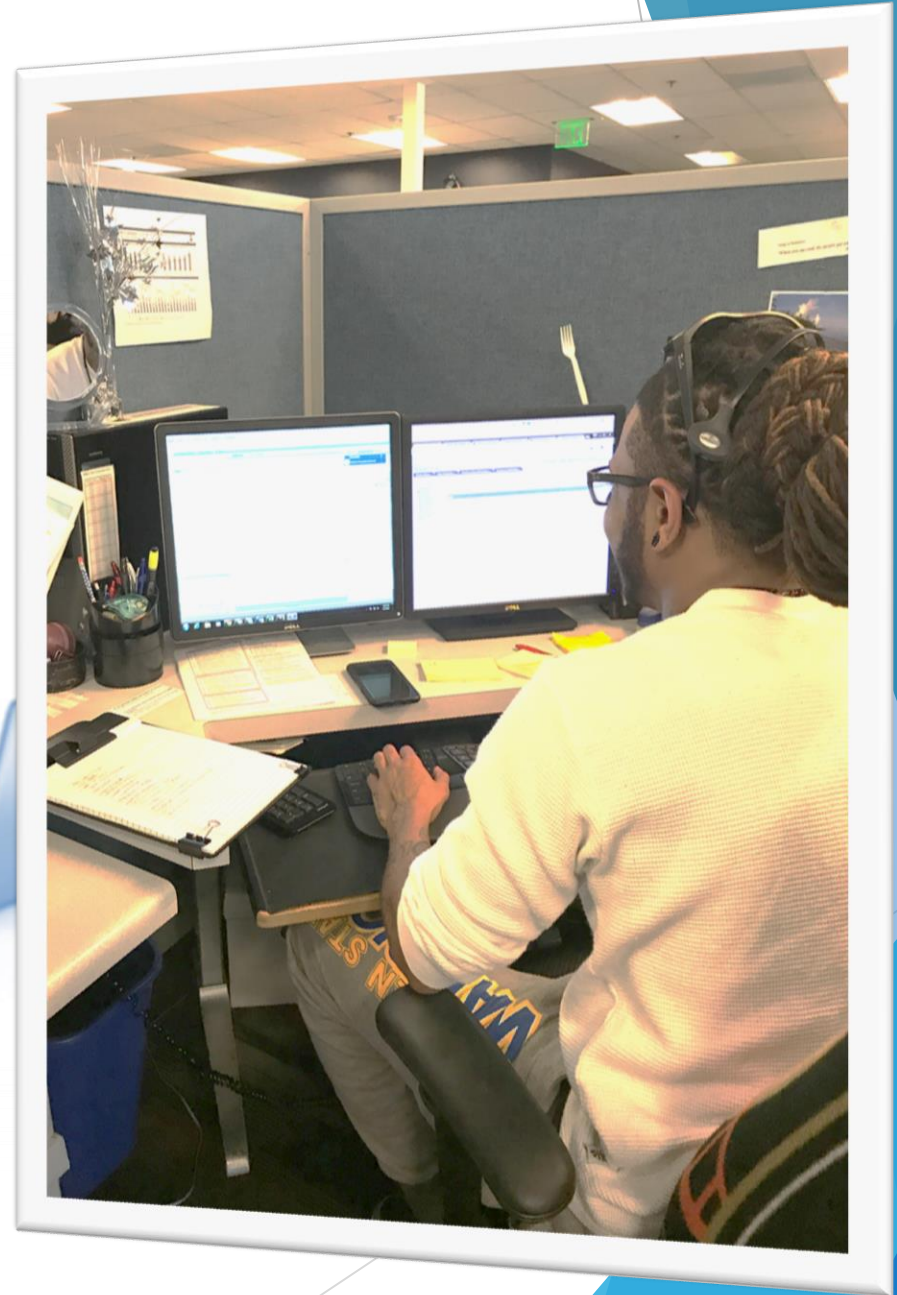
COUNTY OF SAN MATEO



HSA Service Center

Ed Kiryczun, Manager, Economic Self-Sufficiency

History

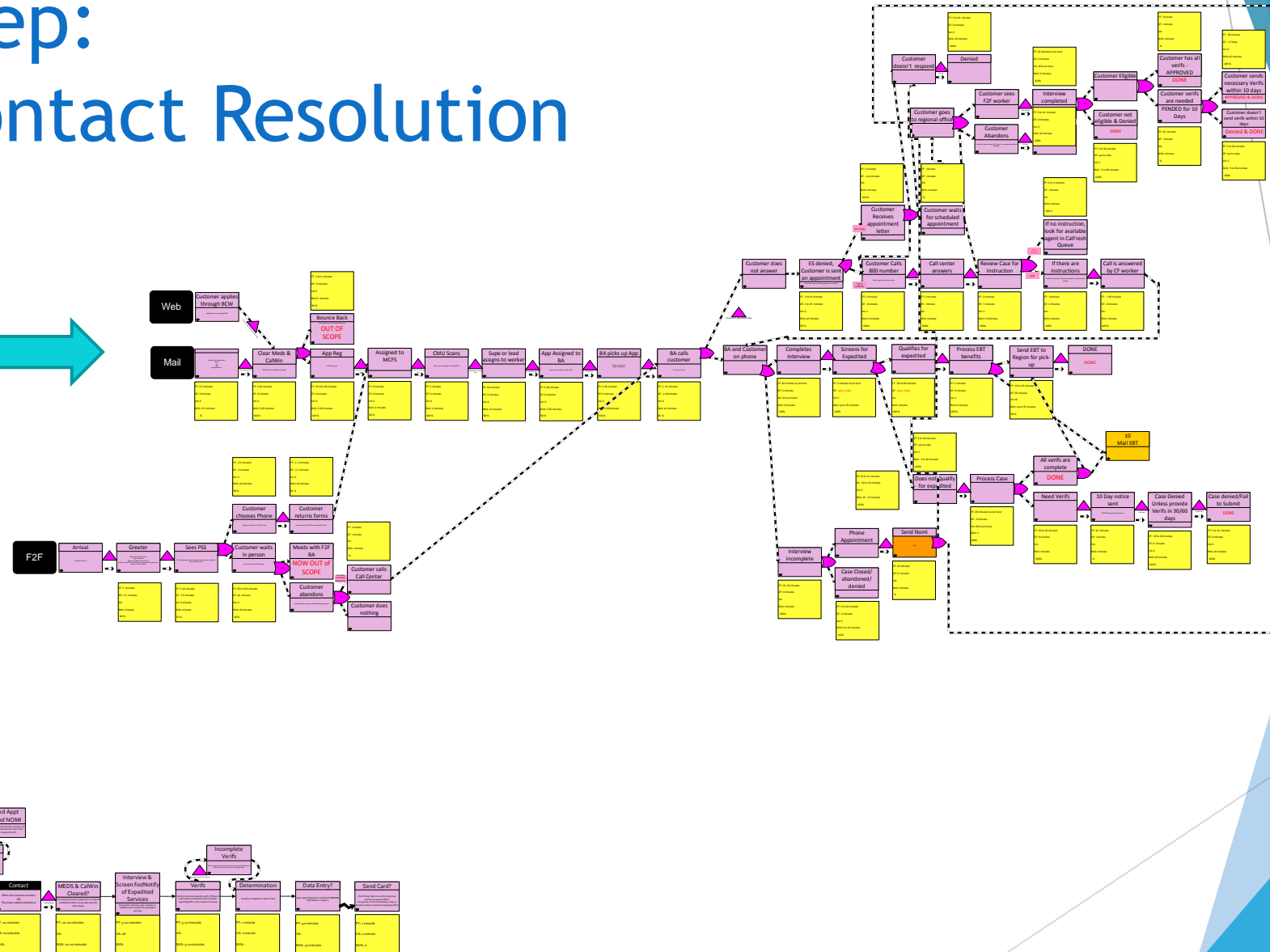
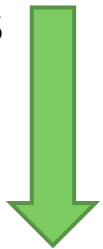


First Step: First Contact Resolution

From 58+
possible steps



To 9+
possible steps



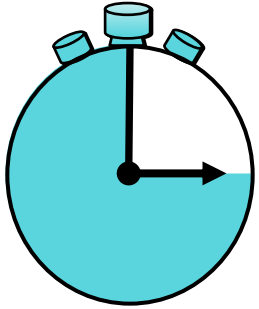
What is the purpose of a Call Center?



HELLO
I AM...
**SOMEONE WHO
CAN HELP!**

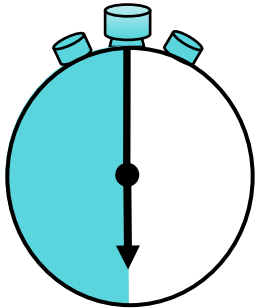


L1, L2, L3, and Escalations



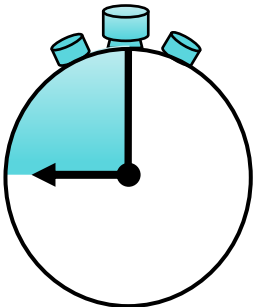
L1 Tasks (0-15 min)

- Updates
- BIC,
- Add an adult w/ RFTHI,
- EBT re-issuance
- NOAs, etc



L2 Tasks (16 – 30 min)

- Change in status,
Discontinuance, SAR7, etc.



MediCal L3 Tasks (31 – 45+ min)

- Retro with all verifs, RV, LIHP,
Re-evaluations, Recerts

Escalation Criteria

- Urgent medical need
(surgery, medication)
- Urgent pregnancy-
related issues
- Food



Managing Staffing & Resources

- ▶ Scheduling
- ▶ Task time vs. Interaction time (as KPI)
- ▶ L1, L2, & L3
- ▶ Escalations
- ▶ Desk Reference Guide



Priority Workers

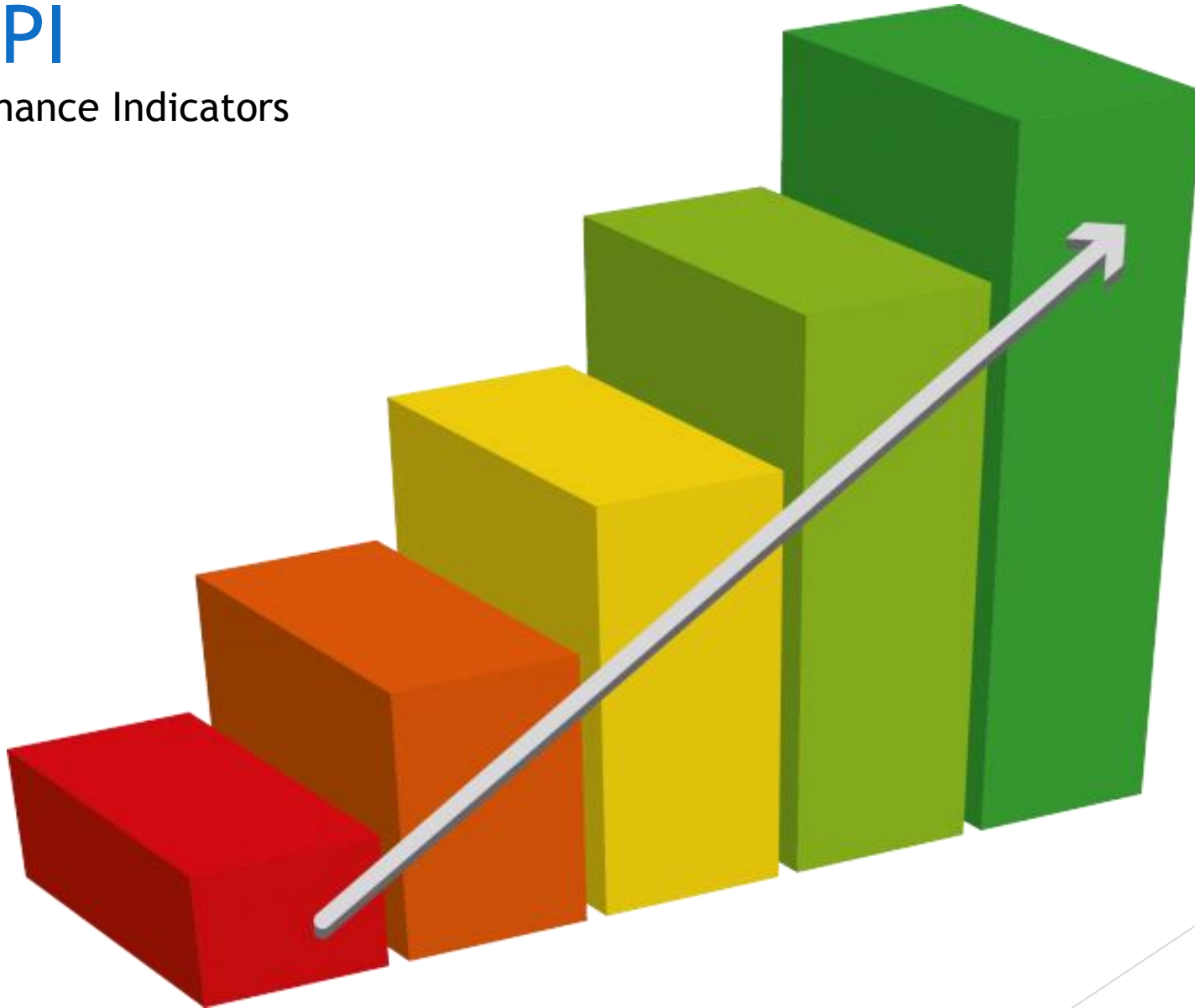
removing the barriers

- ▶ What is a priority worker(PW?)
 - ▶ A priority worker takes care of
 - ▶ Escalations
 - ▶ Troubleshooting
 - ▶ Worker questions
 - ▶ Small training needs
 - ▶ Larger training needs
 - ▶ Desk guide/Reference materials
- ▶ Priority Worker to staff ratio \approx 1:6

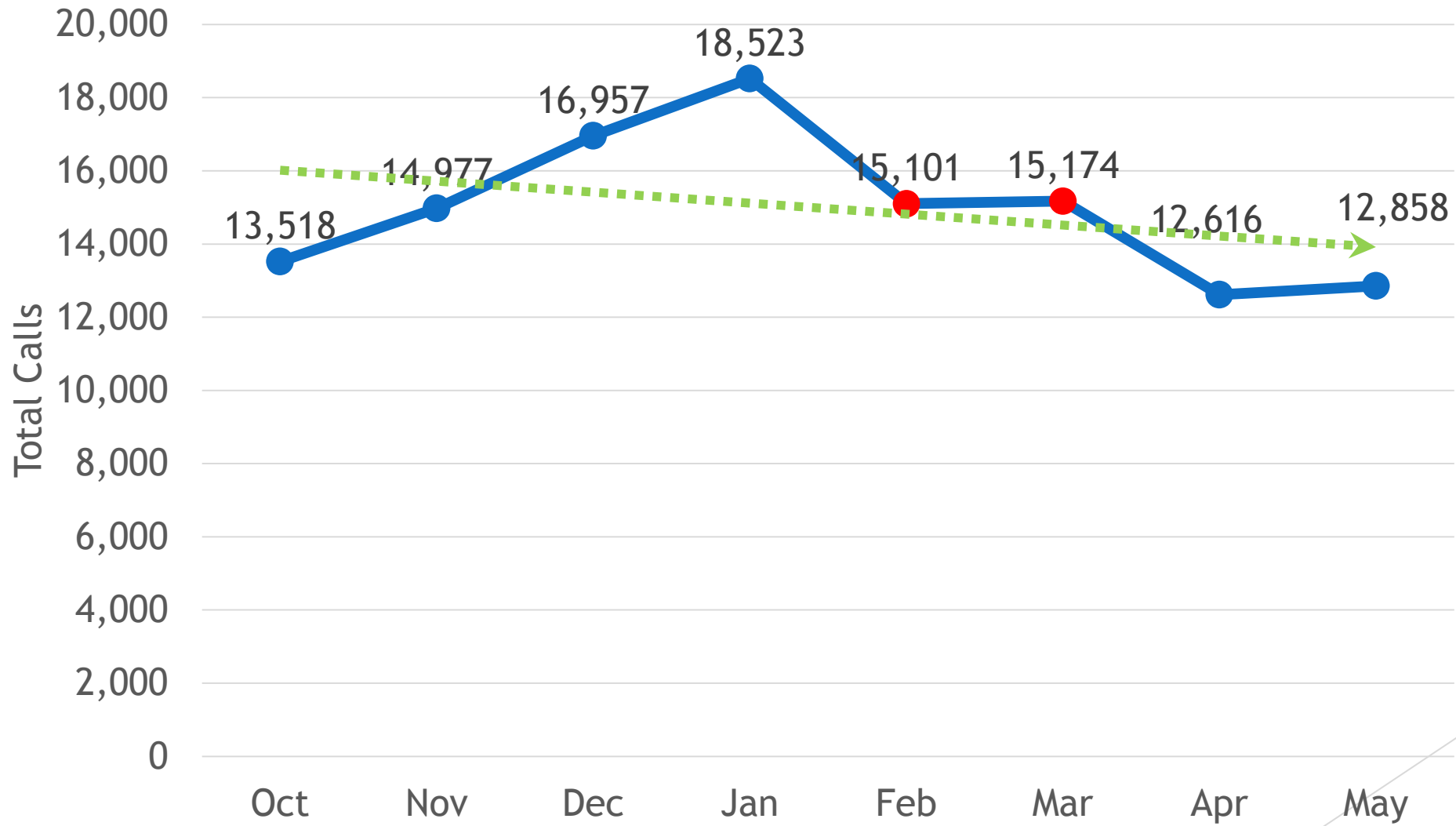


The KPI

Key Performance Indicators



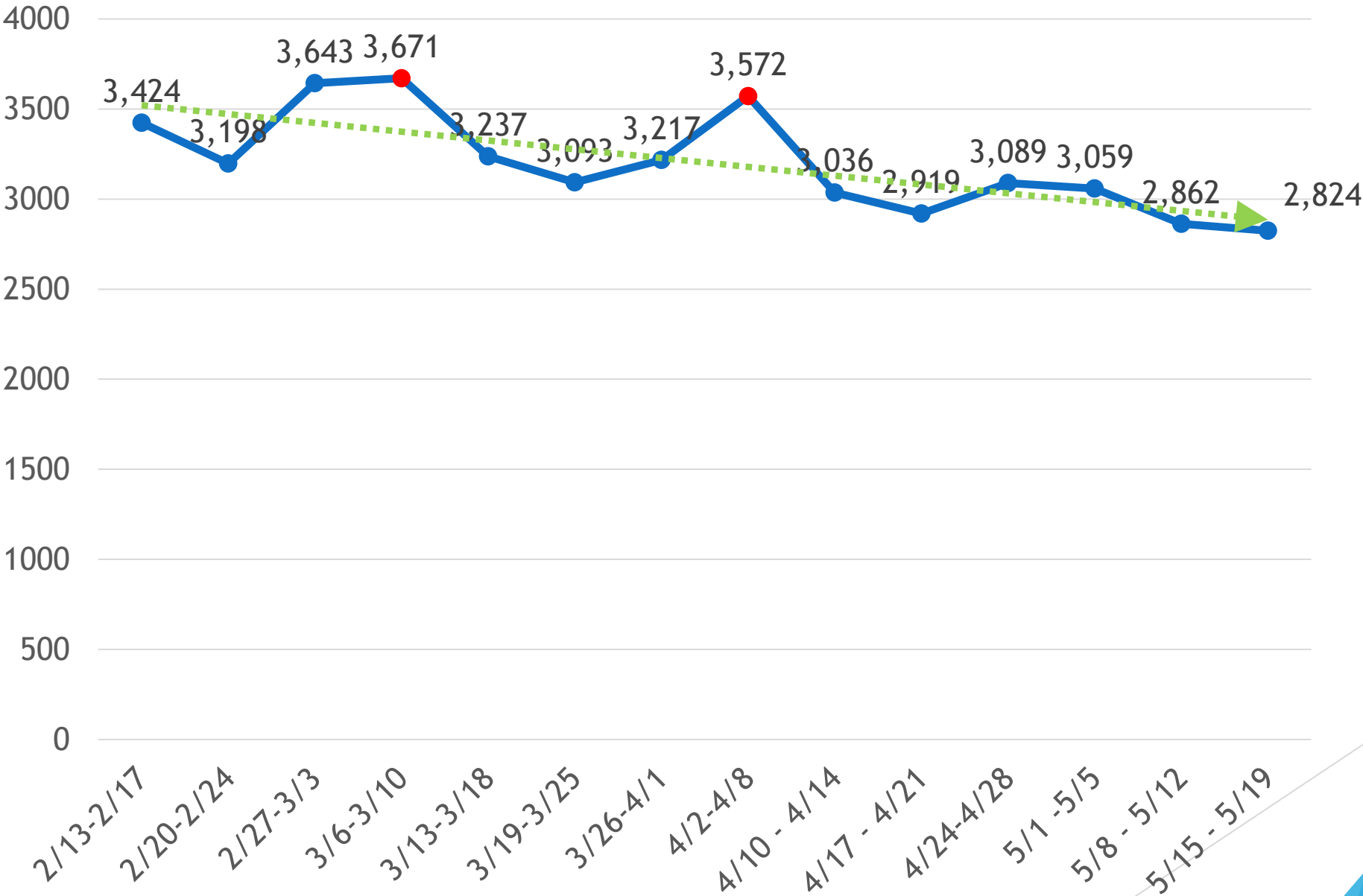
Service Center Call Volume



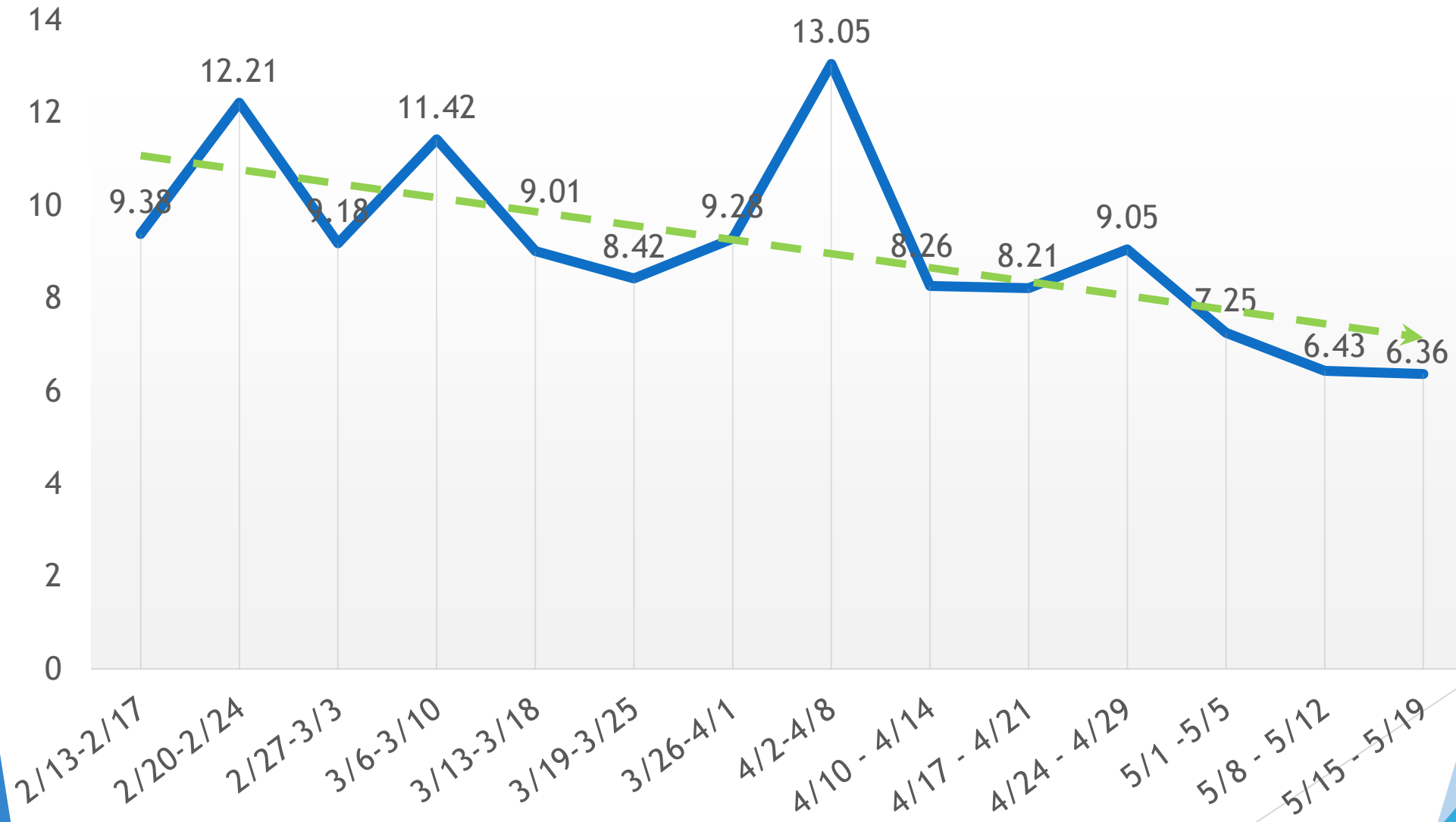
Red denotes FCR months



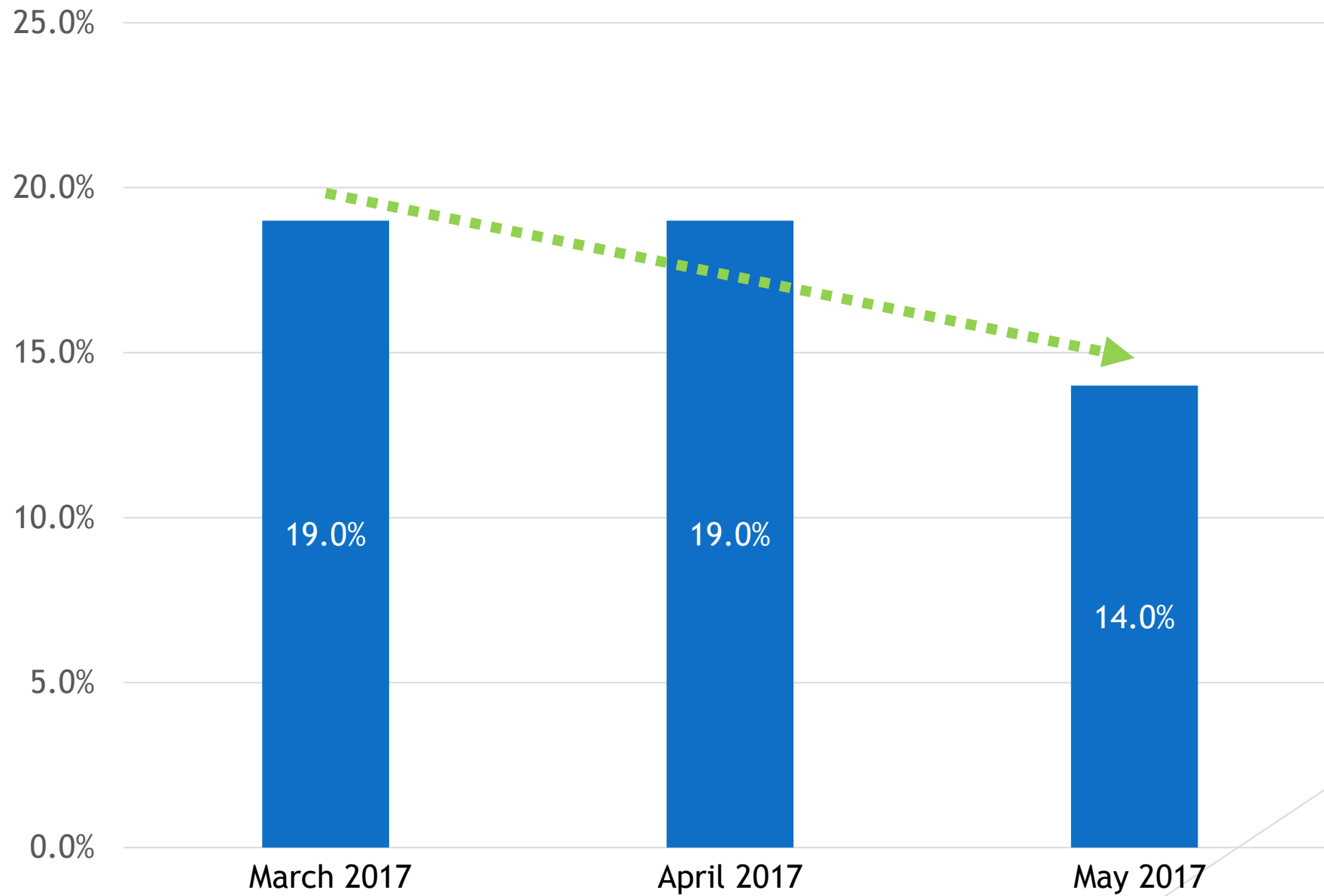
Volume Since Launch



Average Wait Time since launch
(in minutes)



Abandonment Rate



Any Questions?

Ed Kiryczun - ekiryczun@smcgov.org

Thank you

